

IRS TAX TIP 2003-14

TOLL-FREE TELEPHONE SERVICE

Free tax help from the IRS is just a phone call away. The IRS provides various services through its toll-free telephone numbers. You can order forms and publications, listen to prerecorded tax information, check on the status of your refund, or ask questions about your tax return. Many of these services are available 24 hours a day, seven days a week.

You can call the IRS Tax Help Line for Individuals, 1-800-829-1040, to get answers to your federal tax questions.

Current-year refund information for 1040 type individual and joint filers is available by calling the Refund Hotline at 1-800-829-1954.

Help for small businesses, corporations, partnerships and trusts who need information or help preparing business returns is available at the Business and Specialty Tax Line at 1-800-829-4933. Customers calling this number can apply for a new Employer Identification Number (EIN) and receive help on employment, partnership, corporation, estate, gift, trust and excise taxes, as well as issues related to Federal Tax Deposits. .

These toll-free numbers are available from 7:00 a.m. to 10:00 p.m. (local time) weekdays. In addition, the 1-800-829-1040 customer service line is available from 10:00 a.m. to 3:00 p.m. (local time) on Saturdays from January 25 through April 12 and on Sunday, April 13.

For tax forms and instructions for current and prior years, as well as a variety of free publications, call 1-800-TAX-FORM (1-800-829-3676). Copies of forms, publications and other helpful information are also available around-the-clock at the IRS Web site at www.irs.gov.

You can listen to recorded messages covering more than 100 tax topics, by calling the IRS TeleTax number, 1-800-829-4477. Topics include items such as: "Who Must File?," "Highlights of Tax Changes," "Education Credits," "Individual Retirement Accounts," "Earned Income Tax Credit," "Should I Itemize?," "What to Do if You Can't Pay Your Tax" and more.

TeleTax will also let you check the status of your income tax refund. All you will need to provide is your Social Security number (the first one listed on the return if you filed a joint return), the filing status you used on the return and the dollar amount of the expected refund. Automated refund information is generally available four to five weeks after you have filed your tax return.

Hearing-impaired individuals with access to TTY/TDD equipment may call 1-800-829-4059 to ask questions or to order forms and publications.

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For more information about services provided by the IRS, review Publication 910, "Guide to Free Tax Services." Call the number listed above for ordering forms and publications, or download a copy from the IRS Web site at *IRS.gov*. The IRS Web site also provides a wealth of useful information for both individual and business taxpayers. Check it out — it's worth a visit.

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